

DAS ITE Customer Service Announcement

Hoover Mainframe Upgrade Customer Fact Sheet 12/1/2005

- **Upgrade Details**

The current ITE Hoover mainframe is an IBM Z800 designation 2066-0A2 (SN: 156CA) rated at 44 MSU (Millions of Service Units per hour) or approximately 250 MIPS (Millions of Instructions per Second).

This mainframe will be upgraded on 12/18/2005 to an IBM Z890 designation 2086-0A4 capacity setting 250 rated at 50 MSU or approximately 332 MIPS. The serial number of the upgraded processor will continue to be 156CA.

We have contracted for CBU (Capacity Back-up) which allows this machine to grow to accommodate the JFHQ (MMIS) workload if that machine is out of service for an extended period. When CBU is exercised on the upgraded machine it will become a 2086-0A4 capacity setting 370 rated at 158 MSU or 1040 MIPS.

ITE Rates for CPU (which are based on time the CPU spends processing jobs) will be adjusted upward to reflect the additional processing that is accomplished in a given amount of processing time. This will be carefully calibrated with the goal that jobs run after the upgrade will incur the same charges as the equivalent jobs run prior to the upgrade.

- **What to expect on December 18, 2005**

- By 5AM – ITE Operations staff will shut down and power off the Hoover mainframe.
- ITE Systems Staff, IBM, and MSI will perform the upgrade and verify correct operation.
- 1 PM – Upgraded system is operational (if everything goes smoothly)
- 6 PM – system operational if problems are encountered and back-out or corrections must be implemented.

- **What we expect from customers**

- We do not see a requirement for customer application testing after the upgrade is complete. There will be no changes to release levels of the operating system or related system software products.
- Customers may want to verify that 3rd party licensed products are running. (ITE will complete a checklist of known products).

- **How will customers be notified of successful completion**

- Customers can call the data center operations number (281-3650) after 12:30 PM.
- ITE will send notification of success or recovery status using the Help Desk "Downtime" ListServ.

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- **Risks**

- This upgrade involves disassembly and reassembly of the Z800 as a Z890. If the upgrade fails the back-out plan may include reassembly of the mainframe as a Z800. During this procedure, there is no working stand-by machine available (as there would be if we had acquired a new mainframe). The procedure has been completed without problems at least 3 times by the local MSI and IBM team, and many more times nationwide.
- Some system software products may issue warnings that they are running on temporary keys. These products require the upgrade to be complete before information can be furnished to the company to obtain permanent keys.